

July 31, 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission (FCC)  
445 12<sup>th</sup> Street SW, TW-A325  
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

CapTel has drastically improved the quality of my life. I compare this to when Television started to close caption their programs back in the '80s – it was that great! I get all of my information on my Voice Mail. I never have to ask my listeners to repeat phone numbers and specific information (wheas before I may wind up asking them to repeat it two or three times and still get it wrong). I have used the VCO but that service is much slower as compared to CapTel. With CapTel, I have everything I need right into my phone. Please keep this service up and active for me! I am severely to profoundly deaf but grew up orally. This service serves me well.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

Michael G. Harrell  
250 Murall Drive Stop 750  
Kearneysville, WV 25430

[Mike.G.Harrell@irs.gov](mailto:Mike.G.Harrell@irs.gov)